



Job Title:	IT Service Desk Analyst
Department:	Information Technology
Reports To:	IT Service Desk Manager
Supervises:	None
Job Group:	Professionals
Exempt or Non-Exempt:	Non-Exempt

Job Description:

The IT Service Desk Analyst is responsible for independently resolving common end-user issues while delivering a reliable and professional support experience. This role focuses on consistent service delivery, technical skill development, and effective use of service desk tools, processes, and documentation to support business operations.

At R.D. Offutt Company we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Deliver high-quality customer support across phone, email, and in-person channels by owning requests through resolution, setting clear expectations, communicating proactively, and resolving issues with empathy while minimizing disruption and helping customers get back to work.
- Independently and efficiently resolve most incidents and requests.
- Perform advanced troubleshooting of Windows and macOS, including performance issues, profile corruption, and configuration conflicts.
- Provide expanded Active Directory support, including group and access troubleshooting and authentication/login issue analysis.
- Support MFA / IAM issues, including enrollment and recovery scenarios.
- Provide advanced Microsoft 365 support and administration within delegated permissions, including Outlook profile and connectivity issues, OneDrive sync conflicts, SharePoint access and permission troubleshooting, and user accounts, groups, and MFA.
- Install and support nonstandard or role-specific applications.
- Perform intermediate network troubleshooting, including understanding beyond basic concepts such as DNS and DHCP awareness and wired vs. wireless diagnostics.
- Troubleshoot and resolve supported internal business application issues, including advanced troubleshooting.
- Perform malware and security incident triage following defined procedures.
- Identify recurring issues and recommend fixes or documentation improvements.
- Apply a basic understanding of ITIL concepts (incident, request, escalation, SLA awareness).
- Demonstrate intermediate endpoint security knowledge, including antivirus status, basic malware indicators, and phishing recognition.
- Maintain working knowledge of device management platforms (Intune / Jamf / equivalent).

- Interpret logs and diagnostic data to isolate complex issues.
- Apply basic knowledge of software packages, including installing, configuring, and remediating standard software packages.
- Own complex tickets end-to-end, coordinating with infrastructure, security, or application teams.
- Identify systemic issues and contribute to problem management activities.
- Mentor junior analysts through coaching, shadowing, and ticket reviews.
- Contribute to the continuous improvement of processes, runbooks, knowledge base, and standards.
- Support complex or multi-step issues that span applications or business processes.
- Understand end-to-end workflows for assigned applications and how failures propagate.
- Serve as a reliable point of contact for specific business applications or functional areas.
- Identify patterns in tickets that indicate process gaps or application pain points.
- Act as a subject matter expert (SME) for assigned applications or business domains.
- Deliver high-quality customer service by taking ownership of requests, setting clear expectations, communicating effectively at the customer's level of understanding, and resolving issues with empathy and accountability.
- Handle complex or sensitive requests by identifying underlying needs, confirming constraints, and aligning desired outcomes before executing (Intake).
- Own complex tickets end-to-end by coordinating cross-team work, maintaining a clear communication plan, and ensuring commitments are met (Ownership).
- Act as a customer advocate during escalations by translating technical updates into business terms, aligning stakeholders, and driving timely follow-throughs (Escalation).
- Adapt verbal communication style to the audience by actively listening, clarifying needs, and explaining technical information in a way that is easily understood, empathetic, and engaging.
- Demonstrate excellent analytical and problem-solving skills.
- Demonstrate effective prioritization and project management skills.
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Job Requirements:

- Associate's degree or higher in a business or information technology program preferred.
- 1-7 years of relevant service desk-related technical support experience preferred.
- Working knowledge of Windows and macOS operating systems and common business applications.
- Basic understanding of networking concepts, including IP addressing, connectivity, and VPN usage.
- Familiarity with identity and access management concepts.
- Strong troubleshooting, analytical, and problem-solving skills.
- Excellent verbal and written communication skills with a customer-focused approach.
- Ability to prioritize, organize, and manage multiple tasks effectively.
- Ability to work independently and collaboratively in a team environment.
- Basic understanding of IT service management concepts, including incident management, escalation, and SLA awareness.
- Ability to meet work schedule demands, including occasional work outside regular hours based on business needs.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X
Walking		X		
Standing		X		
Bending (neck)			X	
Bending (waist)		X		
Squatting	X			
Climbing	X			
Kneeling	X			
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___				
Is repetitive use of hand required?		X		
Simple Grasping		X		
Power Grasping	X			
Fine Manipulation	X			
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?	X			